IOT's ITSM-ITIL Roadmap

For Service Management CY 2020 – CY 2021

IOT — Indiana Office of Technology — Powering a State that Works

IOT's Vision

To be a trusted enterprise-technology provider that enables partners to securely deliver high quality services to citizens.

IOT's Mission

To provide cost-effective, secure, consistent, reliable enterprise-technology services to our partner agencies so that they can better serve our mutual customer, the Hoosier taxpayer. IOT will also act as the technology and solution enabler for the State, helping its partner agencies achieve business objectives and innovation.
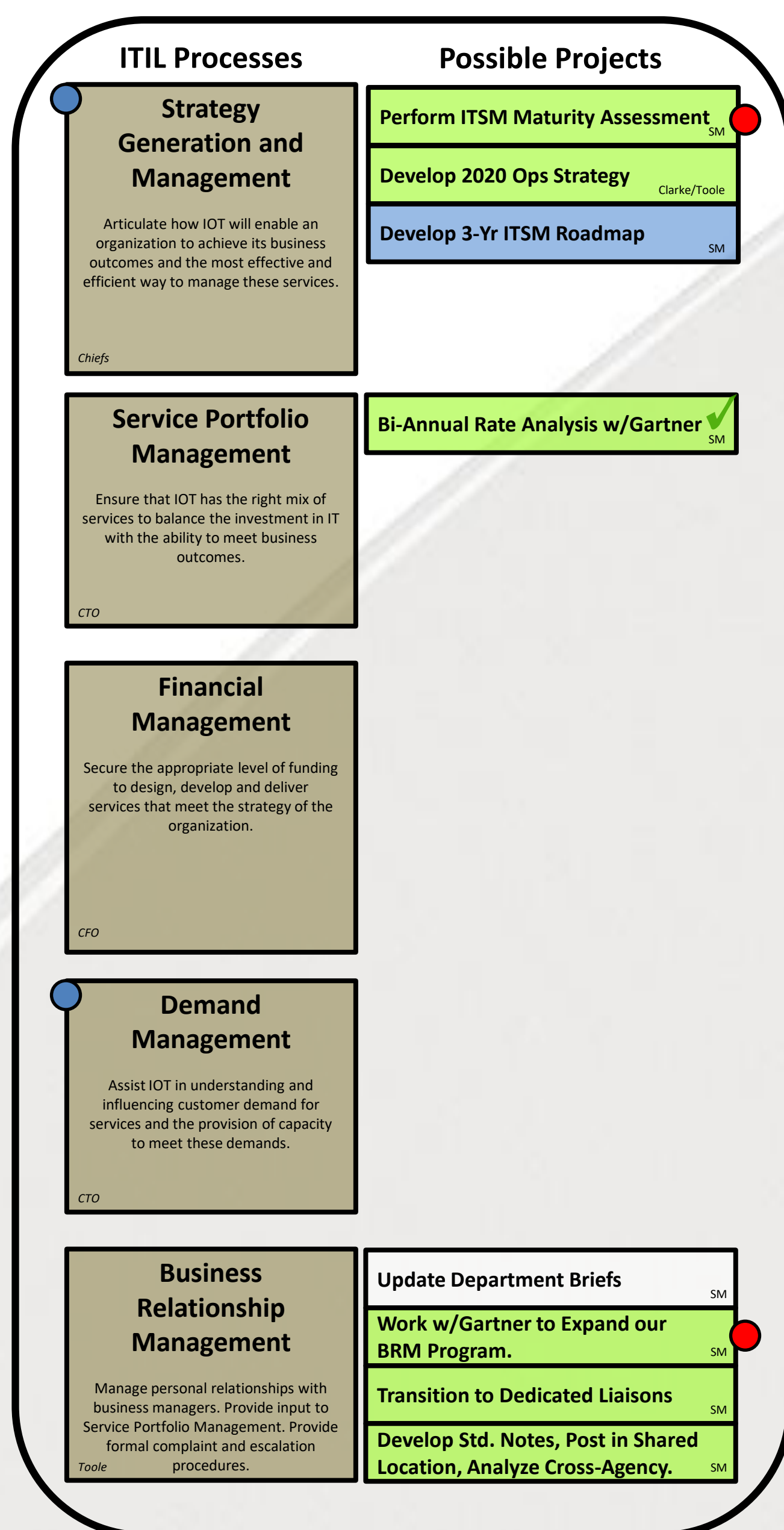
Information Technology Service Management (ITSM) refers to the entirety of activities – directed by policies, organized and structured in processes and supporting procedures – that are performed by an organization (IOT) to plan, design, deliver, operate and control information technology services offered to customers. The ITSM concept perspectives include: People, Process, Products and Partners.

Information Technology Infrastructure Library (ITIL) is a set of practices to support ITSM. It focuses on aligning IT services with business needs. ITIL describes processes, procedures, tasks and checklists which are not organization-specific, but which can be applied to establish integration with the state's IT strategy, delivering value and maintaining a minimum level of competency while providing cost-effective, quality services.

IOT's ITSM-ITIL Initiative was established by the IOT CIO on 1/1/2016. ITIL will now be used within IOT where applicable to demonstrate compliance; to plan, implement and measure improvements resulting in increased customer service; and to help IOT transition from a primarily operations-based environment to an operations/project-based environment. In essence, help IOT achieve their Vision and Mission.
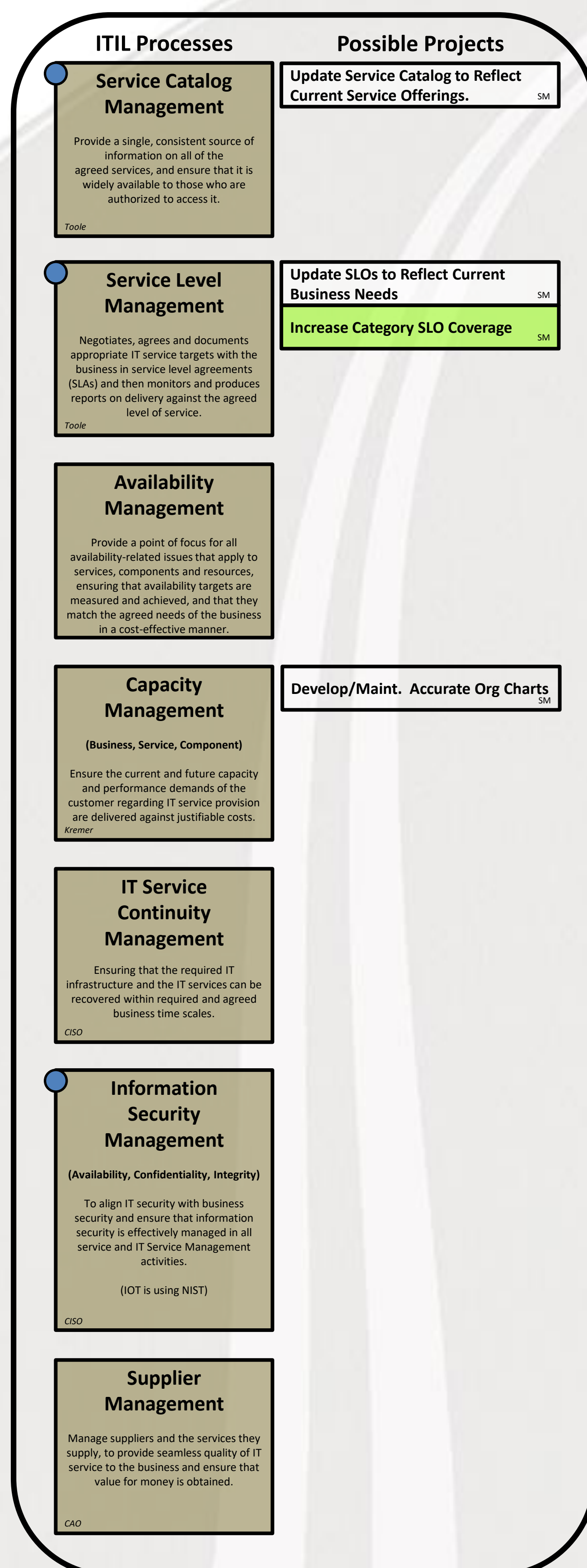

Service Strategy — Phase 1

Establish how to design, develop and implement IT service management as an organizational capability and a strategic asset.
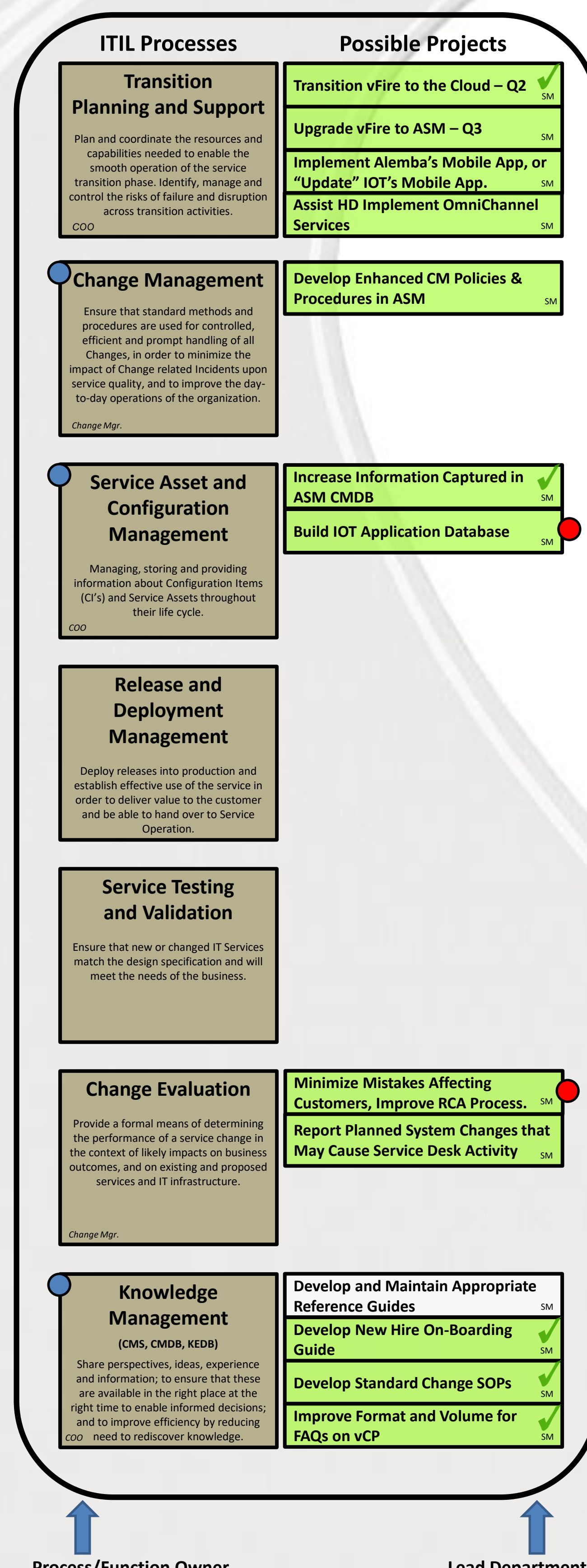
ITIL Processes	Possible Projects
Strategy Generation and Management — Articulate how IOT has the right to enable an organization to achieve its business outcomes and the most effective and efficient way to manage these services. *Chiefs*	Perform ITSM Maturity Assessment ● ; Develop 2020 Ops Strategy *Clarke/Toole* ; Develop 3-Yr ITSM Roadmap SM
Service Portfolio Management — Ensure that IOT has the right mix of services to balance the investment in IT with the ability to meet business outcomes. *CTO*	Bi-Annual Rate Analysis w/Gartner ✓ SM
Financial Management — Secure the appropriate level of funding to design, develop and deliver services that meet the strategy of the organization. *CFO*	
Demand Management — Assist IOT in understanding and influencing customer demand for services and the provision of capacity to meet these demands. *CTO*	
Business Relationship Management — Manage personal relationships with business managers. Provide input to Service Portfolio Management. Provide formal complaint and escalation procedures. *Toole*	Update Department Briefs SM ; Work w/Gartner to Expand our BRM Program. ● ; Transition to Dedicated Liaisons ; Develop Std. Notes, Post in Shared Location, Analyze Cross-Agency.

Service Design — Phase 2

Design and development of services and service management practices required to meet customers availability requirements.

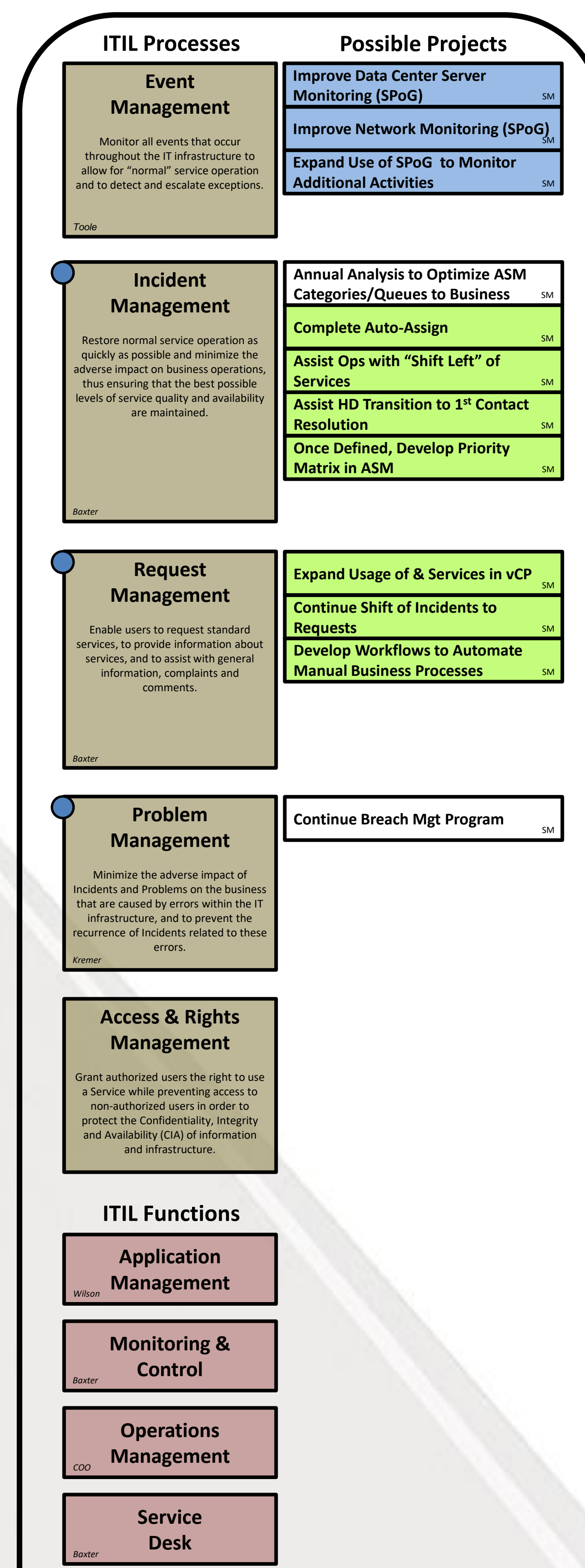| ITIL Processes	Possible Projects
Service Catalog Management — Provide a single, consistent source of information on all of the agreed services, and ensure that it is widely available to those who are authorized to access it. *Toole*	Update Service Catalog to Reflect Current Service Offerings. SM
Service Level Management — Negotiates, agrees and documents appropriate IT service targets with the business in service level agreements (SLAs) and then monitors and produces reports on delivery against the agreed level of service.	Update SLOs to Reflect Current Business Needs SM ; Increase Category SLO Coverage
Availability Management — Provide a point of focus for all availability-related issues that apply to services, components and resources, ensuring that availability targets are measured and achieved, and that they match the agreed needs of the business in a cost-effective manner.	
Capacity Management (Business, Service, Component) — Ensure the current and future capacity and performance demands of the customer regarding IT service provision are delivered against justifiable costs. *Kremer*	Develop/Maint. Accurate Org Charts SM
IT Service Continuity Management — Ensuring that the required IT infrastructure and the IT services can be recovered within required and agreed business time scales. *CISO*	
Information Security Management (Availability, Confidentiality, Integrity) — To align IT security with business security and ensure that information security is effectively managed in all service and IT Service Management activities. (IOT is using NIST) *CISO*	
Supplier Management — Manage suppliers and the services they supply, to provide seamless quality of IT service to the business and ensure that value for money is obtained. *CAO*	

Service Transition — Phase 3

Development and improvement of capabilities for transitioning new and changed services into live service operation, assuring function & fitness.
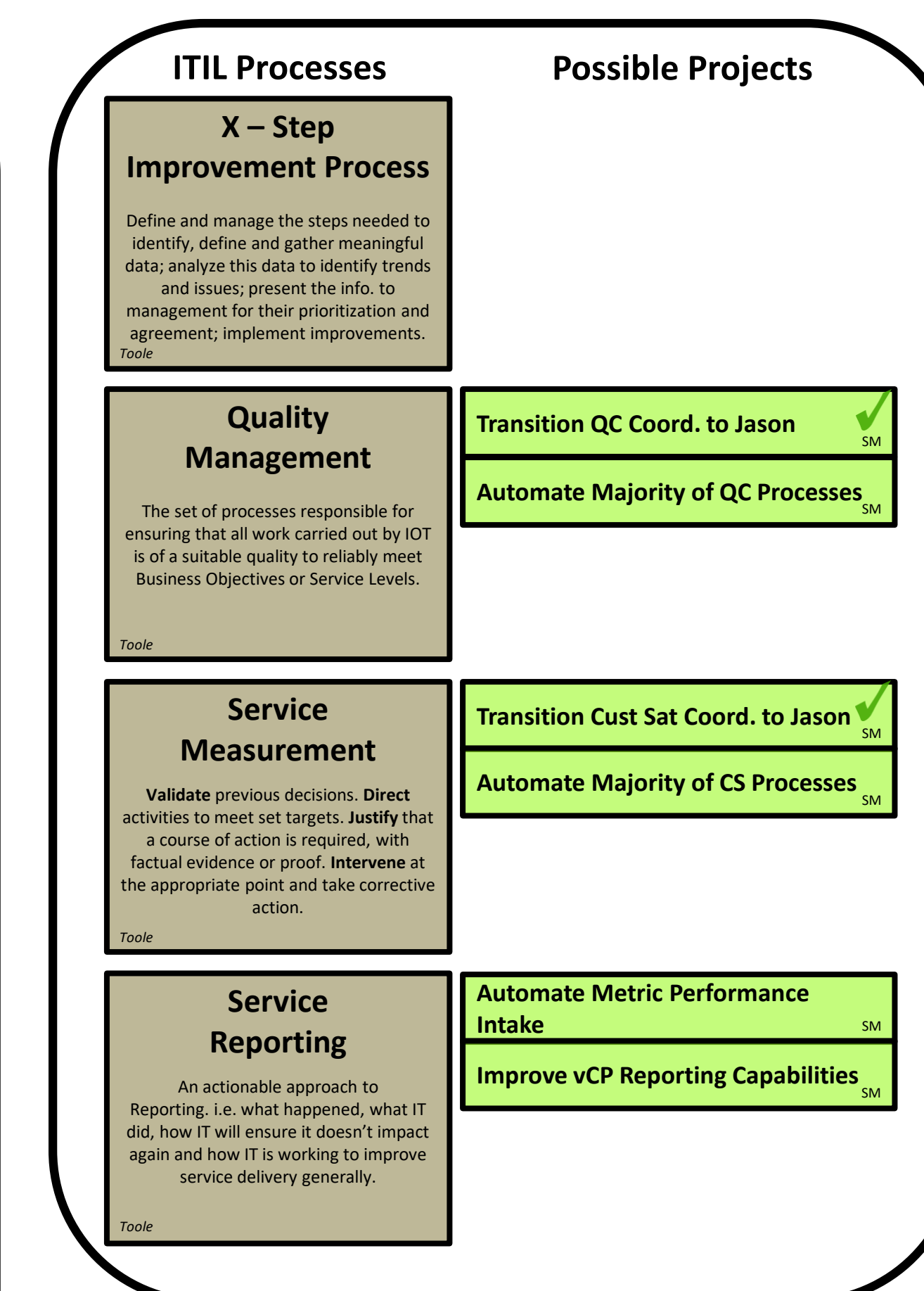
ITIL Processes	Possible Projects
Transition Planning and Support — Plan and coordinate the resources and capabilities needed to enable the smooth operation of the service transition phase. Identify, manage and control the risks of failure and disruption across transition activities. *COO*	Transition vFire to the Cloud – Q2 ✓ SM ; Upgrade vFire to ASM – Q3 SM ; Implement Alemba's Mobile App, or "Update" IOT's Mobile App. ; Assist HD Implement OmniChannel Services
Change Management — Ensure that standard methods and procedures are used for controlled, efficient and prompt handling of all Changes, in order to minimize the impact of Change related Incidents upon service quality, and to improve the day-to-day operations of the organization. *Change Mgr.*	Develop Enhanced CM Policies & Procedures in ASM SM
Service Asset and Configuration Management — Managing, storing and providing information about Configuration Items (CI's) and Service Assets throughout their life cycle. *COO*	Increase Information Captured in ASM CMDB SM ; Build IOT Application Database ● SM
Release and Deployment Management — Deploy releases into production and establish effective use of the service in order to deliver value to the customer and be able to hand over to Service Operation.	
Service Testing and Validation — Ensure that new or changed IT Services match the design specification and will meet the needs of the business.	
Change Evaluation — Provide a formal means of determining the performance of a service change in the context of likely impacts on business outcomes, and on existing and proposed services and IT infrastructure. *Change Mgr.*	Minimize Mistakes Affecting Customers, Improve RCA Process. ● SM ; Report Planned System Changes that May Cause Service Desk Activity SM
Knowledge Management (CMS, CMDB, KEDB) — Share perspectives, ideas, experience and information; to ensure that these are available in the right place at the right time to enable informed decisions; and to improve efficiency by reducing need to rediscover knowledge. *COO*	Develop and Maintain Appropriate Reference Guides ; Develop New Hire On-Boarding Guide ✓ ; Develop Standard Change SOPs ✓ ; Improve Format and Volume for FAQs on vCP SM

Process/Function Owner — Responsible for ensuring that a Process is fit for purpose. Responsibilities include sponsorship, and oversite of the Design, Change Mgt and continual improvement of the Process and its Metrics.

Lead Department — Primary dept. responsible for managing and/or implementing the specific project.

Service Operation — Phase 4

Achieve effectiveness and efficiency in the delivery and support of services to ensure value for the customer and the service provider.

ITIL Processes	Possible Projects
Event Management — Monitor all events that occur throughout the IT infrastructure to allow for "normal" service operation and to detect and escalate exceptions. *Toole*	Improve Data Center Server Monitoring (SPoG) ; Improve Network Monitoring (SPoG) ; Expand Use of SPoG to Monitor Additional Activities
Incident Management — Restore normal service operation as quickly as possible and minimize the adverse impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained. *Baxter*	Annual Analysis to Optimize ASM Categories/Queues to Business ; Complete Auto-Assign ; Assist Ops with "Shift Left" of Services ; Assist HD Transition to 1st Contact Resolution ; Once Defined, Develop Priority Matrix in ASM
Request Management — Enable users to request standard services, to provide information about services, and to assist with general information, complaints and comments. *Baxter*	Expand Usage of & Services in vCP ; Continue Shift of Incidents to Requests ; Develop Workflows to Automate Manual Business Processes
Problem Management — Minimize the adverse impact of Incidents and Problems on the business that are caused by errors within the IT infrastructure, and to prevent the recurrence of Incidents related to these errors. *Kremer*	Continue Breach Mgt Program SM
Access & Rights Management — Grant authorized users the right to use a Service while preventing access to non-authorized users in order to protect the Confidentiality, Integrity and Availability (CIA) of information and infrastructure.	

ITIL Functions

Application Management *Wilson*	
Monitoring & Control *Baxter*	
Operations Management *COO*	
Service Desk *Baxter*	
Technical Management *Baxter*	

Continual Service Improvement - Phase 5

Maintain value for customers through the continual evaluation and improvement of the quality of services and the overall service maturity.
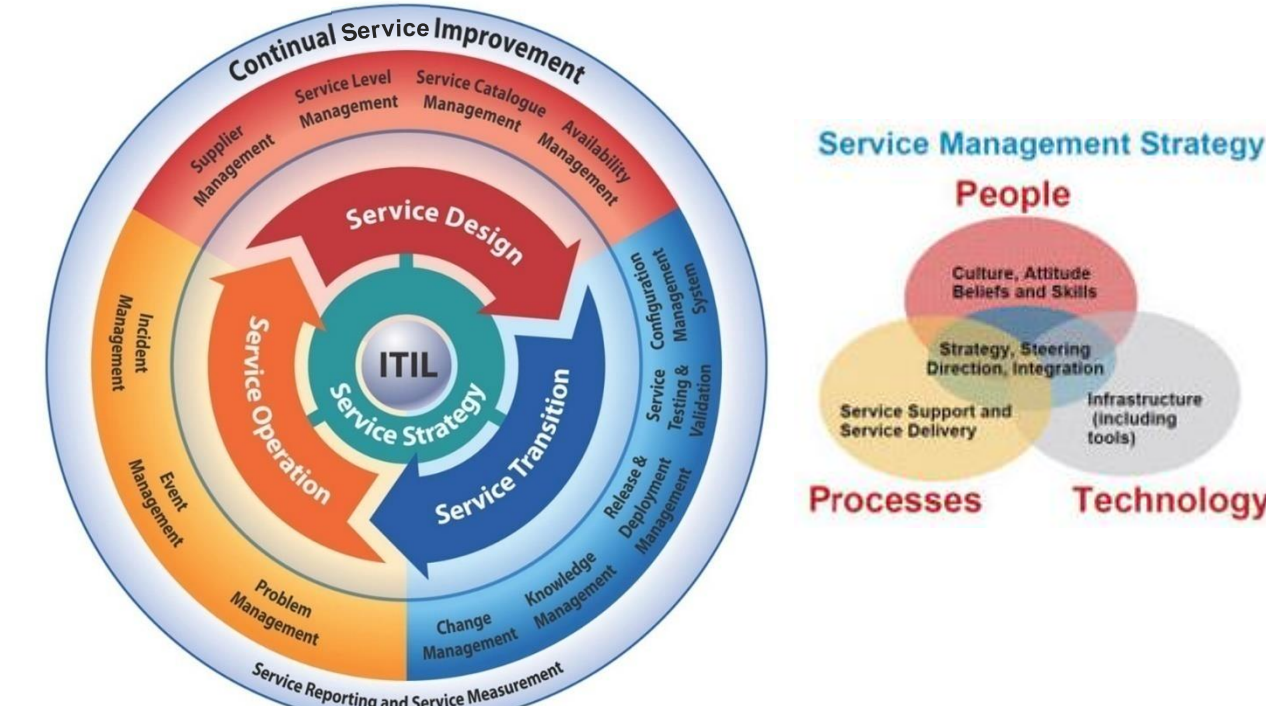
ITIL Processes	Possible Projects
X – Step Improvement Process — Define and manage the steps needed to identify, define and gather meaningful data; analyze this data to identify trends and issues; present the info. to management for their prioritization and agreement; implement improvements.	
Quality Management — The set of processes responsible for ensuring that all work carried out by IOT is of a suitable quality to reliably meet Business Objectives or Service Levels. *Toole*	Transition QC Coord. to Jason ✓ SM ; Automate Majority of QC Processes SM
Service Measurement — Validate previous decisions. Direct activities to meet set targets. Justify that a course of action is required, with factual evidence or proof. Intervene at the appropriate point and take corrective action. *Toole*	Transition Cust Sat Coord. to Jason ✓ SM ; Automate Majority of CS Processes SM
Service Reporting — An actionable approach to Reporting. i.e. what happened, what IT did, how IT will ensure it doesn't impact again and how IT is working to improve service delivery generally. *Toole*	Automate Metric Performance Intake SM ; Improve vCP Reporting Capabilities SM

Continual Service Improvement / Service Management Strategy diagrams (ITIL lifecycle wheel; People, Processes, Technology)

ASM X – IOT's ITSM System

Sr. Application Administrator – Tony Lewis

ASM Modules in Use Include:
1. Foundation
2. Service desk
3. Workflow Management
4. Customer Portal
5. Knowledge Bank
6. Asset Management
7. Integration Platform

Color/Symbol KEY

Annual Recurring Projects	(white)
CY20 Focus Areas	(green)
Possible CY21 Focus Areas	(blue)

● = Gartner "Recommended Area of Focus"
● = IOT CIO Initiative

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Maintained by the Deputy IOT Service Management (SM) Department
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